



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for quarter ending June 30, 2004

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.08	3.43	2.92	3.14
B. Operator Answer Time - Information [730.510(a)(1)]	4.94	6.19	4.66	5.26
C. Repair Office Answer Time [730.510(b)(1)]	4.00	9.00	14.00	9.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	6.00	6.00	11.00	7.67
E. Percent of Service Installations [730.540(a)]	96.43%	100.00%	97.78%	98.17%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	0.00% *	0.00% *	0.00% *	0.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.50	1.30	1.40	1.07
H. Percent Repeat Trouble Reports [730.545(c)]	12.50%	14.29%	11.36%	12.75%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	5.56%	6.67%	4.59%
J. Missed Repair Appointments [730.545(h)]	4	7	8	6
K. Missed Installation Appointments [730.540(d)]	1	0	1	1

Comments



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